

ARIZONA STATE SCHOOLS FOR THE DEAF AND THE BLIND
POSITION DESCRIPTION

POSITION TITLE: TECHNICAL SUPPORT SPECIALIST III

POSITION LOCATION: Campus and/or Regional Program(s) as Assigned

POSITION REPORTS TO: Information Technologies Supervisor as Assigned

POSITION SUPERVISES: None

MINIMUM QUALIFICATIONS:

High School Diploma or general equivalency diploma (G.E.D.) and three years or more experience providing computer repair, installation, assembly, lead-level network support services to include supporting multi-platform workstations, computers and end users; client installation/implementation and help desk support; desktop administration; workstation administration; local area network administration and support; an in-depth understanding of the TPC/IP protocol suite or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed herein. Ability to apply problem-solving skills sufficient to isolate problems and initiate corrective action. Analyze data/information and formulate logical conclusions. Work independently and/or collectively and adapt to changing environments and new technologies with colleagues, clients, and team members. Communicate technical information in simple written and oral instructions to non-technical staff/users. Excellent interpersonal communication skills while interacting with supervisors and staff using clear and coherent oral/written communication with proper grammar, spelling, and syntax.

PREFERRED QUALIFICATIONS:

Four years or more experience providing support for the items listed under minimum qualifications and in supporting Microsoft networks, to include multi-platform client implementation/installation and help desk support, desktop administration, workstation administration, network administration and support as well as support of telecommunications, and videoconferencing systems. Troubleshooting and fine tuning network client systems for optimal performance; Two years or more experience in software training, quality assurance, technical writing, security maintenance, basic programming and system testing. A Bachelors Degree in Information Technologies, Computer Science, or related field. A+, MOUS, MCP, MCSA, CCNA certifications. Fluency in American Sign Language.

GENERAL DUTIES:

Employees in this position are assigned various tasks in accordance with program needs and parts of projects or entire projects of moderate to highly technical complexity with defined objectives. Work is typically approved at regular intervals by the supervisor. At this level, the work focus is primarily technical implementation and support, working with platform dependent applications as well as technical analysis capabilities. Some positions may be supervisory. Under minimal supervision, employees provide middle to lead-level computer operations services, network client installation/implementation, help desk operation and support, peripheral support network printer administration and support, client workstation administration, network

administration, network operation and support, security maintenance, quality assurance, technical writing, training, and system testing, to include the following:

- Arranges and schedules moves for computer equipment ensuring cabling and power availability.
- Sets up new computer systems including unboxing, attaching monitors and CPUs and configuring printers and logons. Installs new software as directed by the help desk.
- Answers help desk calls and responds to help desk requests and enters follow-up documentation of what was performed and the time required, to complete the task, into the Agency's help desk database.
- Provides technical support via telephone and hands-on (following Agency standards and help desk guidelines) for setup, configuration, troubleshooting and maintenance of multi-platform network and non-network computer hardware, software, notebook computers, peripherals, other assistive technology devices, telecommunications, and audio video equipment.
- Determines what supplies and parts are needed, whether work can be completed on or off site, or if third party support is required.
- Performs network printer and user management duties as assigned by the Information Technologies Supervisor.
- Maintains technology and telecommunications inventory.
- Troubleshoots, reviews and analyzes hardware and software problems and recommends solutions prior to implementation.
- Performs lead-level network management duties as assigned by the Information Technologies Supervisor to include installation, troubleshooting and maintenance of server software and network operating systems.
- Diagnoses and resolves local area network issues and may be responsible for supporting more than one local area network interconnected via a wide area network.
- Creates user accounts (after verification that appropriate use forms are on file and signed). Configuration and management duties to include: assignment of user and group permissions to network resources. Once approved, will include the maintenance of the Active directory, the folder directory structure, assignment of NTFS permissions, creation of shared folders and assignment of share permissions.
- Participates in the design, development and maintenance of training documentation and course/lecture materials; Provides technical support to end users through the delivery of technical and related course/lecture material to audiences at various levels.
- Develops and writes, edits and maintains technical documentation (user manuals, system documentation, reports and proposals)
- Works with Information Technology Supervisor to create a local disaster recovery plan. Responsible for implementation, once approved by the Information Technologies Director.
- Provides telecommunications and videoconferencing support (e.g., programming switches, telephone sets, voice mail, intercoms and 911 emergency communications systems.) Coordinates the repair and programming of telephone and videoconferencing systems by outside vendors.
- Analyzes test output for program changes; makes recommendations based on analysis of system problems; and prepares documentation to support analysis, design and planning of projects as assigned. Codes tests, debugs and documents computer programs.

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- Maintains a database of Agency hardware and software to include software licenses.
- Maintains Agency local appropriate use forms and enters data into Agency database.
- Performs additional related duties and assumes responsibilities as assigned by the Supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Understands technology theory and operations architecture. Reads, interprets and implements established standards specifications and guidelines. Sets up computer and network client hardware, install and configure software; Troubleshoot and apply problem-solving skills sufficient to perform fault isolation to resolve issues for users. Ability to work independently or collectively with colleagues, and clients and adapt to changing environments and new technologies. Understands client computer set-up and connectivity to include communications protocols, end-user computer software (e.g., MS Office applications), workstation and network operating systems, Hardware/Software testing methodology and business functionality knowledge, Principles and techniques of systems analysis, Systems security maintenance for multiple platforms, and training skills.

MENTAL/PHYSICAL REQUIREMENTS:

The mental/physical and other requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is sedentary in nature. Mental analysis and synthesis is required. Mathematical computational ability is necessary. Digital keyboard work is required. Lifting, standing, bending, stooping, kneeling, walking, lifting, grasping, and repetitive motions. Must be able to lift up to 50 pounds and up to 20 pounds frequently to move objects. Candidates must have and maintain a valid drivers license and reliable transportation for travel to remote sites.

FOR DESIGNATED SUPERVISORY POSITIONS ONLY:

- Supervise assigned subordinate staff; track and measure employee work;
- Ensures the successful completion of team projects.
- Provides technical assistance and guidance; facilitates staff in the development of new skills and knowledge in business and current technology.
- Ensures staff members are assigned projects equivalent to their position description.
- Perform evaluation-related activities; and administer positive discipline as necessary, etc.